

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.
Serial No. : 10/723,742
Filed : November 26, 2003
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

Art Unit : 2171
Examiner : Unknown

MAIL STOP AMENDMENT

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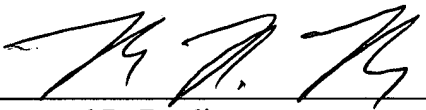
SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Copies of the references listed on the attached form PTO-1449 are enclosed.

This statement is being filed within three months of the filing date of the application or before the receipt of a first Office Action on the merits. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: Nov. 15, 2004



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Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-148001	Application No. 10/723,742
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.88(b))		Applicant Kumar et al.	
		Filing Date November 26, 2003	Group Art Unit 2171

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
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Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
	AA	SAP Aktiengesellschaft, "Broadcast Messaging," CRM 4.0, SP01, July 2003, 3 pgs.
	AB	
	AC	
	AD	

Examiner Signature	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	